

Fanshawe College

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Documentation (Approval etc...)

Health Care Administration Management

2020

FANS04029 Health Care Admin Management CVS Application

Fanshawe College

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Health Care Administration Management

Fanshawe College | APS # FANS04029 | MTCU # 71644

Ontario College Graduate Certificate | Funding not requested

Purpose

The Health Care Administration Management program will provide learners with a background in a health-related field with a solid understanding of the practical techniques required of a manager to support administrative and clinical operations. The program will provide opportunities for experiential learning through case study analysis. The courses are designed to provide the learners with critical thinking skills, practical tools, communication techniques and project management skills.

Admission

A Two- or Three-Year College Diploma, or a Degree, preferably in Health Sciences. Other backgrounds will be considered on a case-by-case basis.

OR

Acceptable combination of related work experience and post-secondary education as judged by the College to be equivalent to the above

English Language Requirements

Applicants whose first language is not English will be required to demonstrate proficiency in English by one of the following methods:

A Grade 12 College Stream or University Stream English credit from an Ontario Secondary School, or equivalent, depending on the program's Admission Requirements

Test of English as a Foreign Language (TOEFL) test with a minimum score of 88 for the Internet-based test (iBT), with test results within the last two years

International English Language Testing System (IELTS) Academic test with an overall score of 6.5 with no score less than 6.0 in any of the four bands, with test results within the last two years. SDS Program Requirements.

Canadian Academic English Language (CAEL) test with an overall score of 70 with no score less than 60 in any of the four bands, with test results within the last two years

Pearson Test of English Academic (PTE) with a minimum score of 59, with test results within the last two years

A Cambridge English Test (FCE/CAE/CPE) with an overall score on the Cambridge English Scale of 176 with no language skill less than 169, with test results within the last two years

An English Language Evaluation (ELE) at Fanshawe College with a minimum score of 75% in all sections of the test, with test results within the last two years

Fanshawe College ESL4/GAP5 students: Minimum grade of 80% in ESL4/GAP5 Level 9 or 75% in ESL4/GAP5 Level 10

Occupational Areas

Graduates of the Health Care Administration Management program will be prepared to become team members and managers in a variety of settings in the health care field, including hospitals, clinics, physician practices, public health organizations, universities, clinical and research institutions.

The Government of Ontario's labour market report for NOC 1221 - Administrative officers shows a growth rate of 7.1 to 8% in the province.

Laddering Opportunities

Graduates of Bachelor of Science Nursing, Dental Hygiene (Ontario College Advanced Diploma), Mental Health and Addiction Worker (Ontario College Diploma), Occupational Therapist Assistant and Physiotherapist Assistant (Ontario College Diploma), Practical Nursing (Ontario College Diploma), and Respiratory Therapy (Ontario College Advanced Diploma) programs will be suited to ladder into this graduate certificate.

Pathways from the Program:

Further education can be accessed through specialized college or university studies in the area of health care, health policy, and health research management. Graduates of this program may be interested in further degree-level study such as the Honours Bachelor of Business Administration in the fields of health care, health policy, and health research.

Program VLOs

1. Produce managerial correspondence and reports accurately by specified deadlines using available computer technology and professional writing standards.
2. Assess the components of the Canadian and Ontario health care systems and the external environmental factors affecting the management of health care organizations to ensure compliance in service delivery.
3. Analyze laws, regulations, court decisions, and health policies to determine their impact on decision-making in health care organizations and health services delivery.
4. Critically examine ethical choices, values, and professional behaviour to make recommendations that inform health care management roles and decision-making.
5. Analyze health care organization operations in order to advise on continuous improvement and problem solving
6. Integrate data, critical thinking, and effective decision-making skills to support strategic and operational goals.
7. Select appropriate leadership strategies to effectively manage human resources, human relations, and organizational culture and environment.
8. Contribute to the strategic decision-making of a health care organization by applying basic financial management concepts
9. Apply principles of operational planning, project management, and quality management to support health care operations.
10. Develop and use strategies for ongoing professional development to enhance work performance and explore career opportunities in a Canadian global workplace.

11. Collaborate and communicate effectively across functional teams and levels of management for hiring, supervising, and training as required in a culturally diverse and globalized business culture.

Curriculum

- **HLTH 71X1 - The Canadian Health System** (Semester 1 - 45.00 hours)

This course will provide learners with an understanding of the Canadian health care systems, health care providers, and agents. It will inform students regarding the various provincial and federal bodies involved in Canadian health care, as well as government funding models. The approach used in Canada for health service delivery will be reviewed.

- **DEVL-71X2 - Canadian Workplace Preparation for Health Care 1** (Semester 1 - 45.00 hours)

This course will stress the essential employability skills needed to begin a professional career in the health care industry. Throughout this course, students will develop a professional image as it is an integral element to their career success. Students will develop a personal career portfolio suitable for employment in the Canadian workplace. A wide range of career-specific topics will be discussed to enhance the students' ability to gain successful employment and increase their understanding of the importance of developing a career strategy. Emphasis will be on social media management and communication skills relevant to the job market.

- **ADMN-71X3 - Medical Office Procedures for Healthcare Administration** (Semester 1 - 45.00 hours)

This course introduces the student to the core skills and knowledge required to perform administrative support in a wide variety of medical environments. The course emphasizes the interaction of people, technology, equipment, and administrative procedures in the medical environment. It combines a high level of caring about people and attention to the day-to-day details of running an efficient and organized practice, clinic, hospital department or unit, or allied health care facility. The importance of professional ethics, privacy, and confidentiality will be highlighted throughout the course.

- **FINA-71X4 - Financial Analysis and Management** (Semester 1 - 60.00 hours)

This course provides students with a comprehensive overview of financial analysis and management principles/practices. This course is intended to prepare general business managers for decision making in day-to-day operations, while developing their understanding to effectively use key financial statements that Canadian businesses rely on. Students will use cases to compare firms, as well as to analyze past and current performance in order to make decisions regarding present and future cash flow within a company. Students will be introduced to the concepts of lean management in health care. Working capital and sources of financing (long and short-term) will be explored in detail.

- **INFO-71X5 - Health Systems Administration and Management** (Semester 1 - 45.00 hours)

Students will be introduced to the main concepts of health systems management including the collection, use, and disclosure of health records in an evolving health care landscape and technology environment. The current health information issues, standards, trends structure and function of health care communities in general, and health care facilities specifically, will be examined. The implication of legislation on health systems management will be explored. Principles of communication, leadership, change management of quality data and information, while maintaining security of health information throughout its lifecycle are addressed. The importance of professional ethics, legal and policy implications of health information systems privacy and confidentiality will be emphasized throughout the course.

- **COMP-71X6 - Medical Spreadsheet Applications** (Semester 1 - 45.00 hours)

In a medical office, creating, editing and analyzing data in spreadsheets is fundamental to

successful practice management. Students will further their Excel knowledge by building complex formulae, manage range names, create tables and lists incorporating Excel's database capabilities, and apply advanced features to analyze, summarize, protect, and share data. The importance of professional ethics, privacy and confidentiality will be highlighted throughout the course.

- **MGMT-72X1 - Project Management and Organizational Structures** (Semester 2 - 45.00 hours)

Managing projects effectively includes the management of multiple factors, including teams, schedules, budgets, time, and quality. In this course, students will explore the methodologies of project management as well as the Project Management Institute's (PMI) knowledge areas in order to gain a thorough understanding of the tools and techniques used by Canadian managers. Through class discussions, independent and group experiential learning, students will develop skills to evaluate project objectives and priorities and create comprehensive project plans. Additionally, students will build on their interpersonal management techniques involving negotiation, conflict resolution, group dynamics and project leadership.

- **MGMT-72X2 - Essential Skills for Management Professionals** (Semester 2 - 45.00 hours)

This course applies the principles of professional communication in the Canadian industry. It explores intercultural communication and the characteristics of diverse worldviews. Students will identify issues involved in communications and global diversity, and develop necessary skills to create professional documents that adhere to Canadian standards. Through presentations, case studies and thematic readings, students will learn written, verbal and nonverbal skills that are essential to business management and healthcare while maintaining sensitivity to issues involving geographic, cultural, gender and ability diversity. Throughout the course, students will work both individually and in groups to build their knowledge and skills needed to demonstrate professional communication within Canadian businesses.

- **LAWS-72X3 - Canadian Healthcare Law** (Semester 2 - 45.00 hours)

Students will gain a general understanding of the law governing health care practitioners and institutions including the Canadian legal system and processes, medical negligence, and battery, consent to treatment, confidentiality, health records, employment and labour relations, hospital privileges, status and discipline, health care insurance, Charter of Rights and Freedoms, and current legal issues.

- **MGMT-72X4 - Management in Human Resources** (Semester 2 - 45.00 hours)

In this course, students will explore the strategic role of the human resources management professional within the Canadian industry. They will examine various innovative organizational goals and strategic objectives used by Human Resource professionals in Canadian businesses, and they will be prepared to train and develop, recruit and select the future members of their teams. This course will cover topics such as performance management, employment legislation, planning, and career development. Students will gain hands-on experience and apply their knowledge and understanding of HR management by critically analyzing and proposing revisions to a human resources strategy and plan.

- **INFO-72X5 - Healthcare Reporting Tools** (Semester 2 - 45.00 hours)

Health systems management relies on data analysis and reporting. This course focuses on the tools used to collect relevant data and to present its meaning through visual reports and interactive dashboards. Data will be extracted and manipulated using various tools and queries. Numerous statistical functions will be introduced. Students will draw on learning from Medical Spreadsheet Applications (COMP71XX) to create reporting tools using advanced skills in excel.

- **ACCT-72X6 - Introduction to Electronic Scheduling and Billing** (Semester 2 - 45.00 hours)

Students will be taught electronic patient record management, scheduling, Ministry of Health billing and billing methods used in different medical environments to gain foundational skills for the many administrative roles and tasks in varied healthcare environments. The students will gain hands-on experience with scheduling and billing software applications in order to understand the

complexities of the tasks, and the importance of managing schedules and priorities effectively. Professional ethics, privacy, and confidentiality will be emphasized throughout the course.

- **MGMT-73X1 - Employee Relations for Healthcare Administrators** (Semester 3 - 45.00 hours)

The course examines the development of trust, the building of organizational culture, and tools required for effective human resources management. Focus will be placed on conflict and negotiations, employee motivation and foundations of team dynamics.

- **ACCT-73X2 - Advanced Electronic Scheduling and Billing** (Semester 3 - 45.00 hours)

This course builds upon the Introduction to Electronic Scheduling and Billing course. The course will place an emphasis on managing and problem-solving using examples of error codes and issues that may arise in the billing cycle. Hands-on electronic billing procedures will be practiced using billing software. The implications of government legislation, provincial billing cycle, WSIB, third party billing, Veteran/Aboriginal Affairs and insurance protocols on health management will be studied. Professional ethics, privacy, and confidentiality will be emphasized throughout the course.

- **RSCH-73X3 - Qualitative Research Methods** (Semester 3 - 45.00 hours)

In this course, students will examine qualitative research purposes, design, planning, data collection, evaluation and reporting. Qualitative research methods are explored, which may include interview, panel/focus group, observational, description, social network analysis, and other sociometric methods. Students will apply analytical methods and software tools to qualitative research data. Students will be introduced to the Canadian Institute of Health Research application process.

- **LAWS-73X4 - Legal and Ethical Issues in Canadian Health Care** (Semester 3 - 45.00 hours)

Students will reflect on the current privacy laws surrounding health information management in Canada. Ethical issues regarding health records and privacy will also be explored. A case-based examination of professional ethics, privacy and confidentiality will be included.

- **COMP-73X5 - Health Care Database Management** (Semester 3 - 45.00 hours)

Managing electronic medical records is important to successful practice management. Students will use database software to create, edit, and extract data from a database. Emphasis will be on designing relational tables, queries, forms, and reports. The importance of professional ethics, privacy and confidentiality will be highlighted throughout the course.

- **MGMT-74X4 - Organizational Performance** (Semester 3 - 45.00 hours)

Students in this course will gain an advanced understanding of how organizational effectiveness is dependent upon the interactions and relationships between individuals and teams within organizations. The content is based on theoretical models, the research underpinning these models and how these translate into the contemporary Canadian workplace. The course will examine topics ranging from employee motivation and performance management to organizational structure, culture, development and change. Students will explore topics around the role of individual values, perception and decision making and how these can influence team dynamics and leadership. Students will complete a personality assessment and relate their results to course concepts. Students will also undertake a major case analysis applying course concepts.

- **RSCH-73X6 - Quantitative Research Methods** (Semester 3 - 45.00 hours)

In this course, students will review the principles of quantitative research design and statistical analysis methods, including concepts and methods to assess probability, dispersion, central tendency and simple correlation, inferential statistics and nonparametric statistics. Students will learn to apply multivariate methods using real-world evaluation and policy contents. Multivariate methods will focus on multiple regression techniques and basic analysis of variance. Topics include measurement reliability and validity of inferences and use of software for statistical analysis. Students will build on their introduction to the Canadian Institute of Health Research application process.

- **INFO-74X5 - Health Reporting** (Semester 3 - 45.00 hours)

In a health care setting, accessing, editing, analyzing and presenting data is fundamental to successful practice management, and provides persons involved in care decisions with general and person-specific information, intelligently filtered and organized. Using multiple tools, students will work with and present data. This will provide students with the opportunity to apply advanced features to analyse, summarize, protect and share data. The importance of professional ethics, privacy and confidentiality will be highlighted throughout the course.

- **INDS-74X1 - Capstone Workplace Project: Research, Solutions, and Applications** (Semester 4 - 180.00 hours)

Interacting with a live client, students will be challenged with real life problem solving activities that are applicable in the field of health care management. Students will research the issues extensively, prepare an in-depth analysis of the current managerial problem facing the health care partner and develop viable solutions including a plan for implementation in the workplace. Students are expected to connect the concepts presented in other courses to the workplace. Specifically, students will explore the impact to: human resources, organizational culture, leadership, finances, operations, policy and strategic operational goals. Students will present the results of their analysis including the solution and implementation plan to peers and affiliated employers.

- **MGMT-74X2 - Trends in Management & Leadership** (Semester 4 - 45.00 hours)

Leaders of the 21st century require specific leadership skills and qualities. This course will cover key concepts, including leadership as a process, leadership behaviour and skills, and situational leadership. Throughout the course, students will explore how new social networking technologies and trends are linking professionals at local, regional and global levels. Students will critically examine traditional and modern leadership styles and behaviours while identifying ways that a personal leadership style can affect a business. They will also apply various abilities and behaviours of effective leaders to their case-based assignments, discussions and group work. Students will reflect on their experiences in the Capstone Workplace Project course and refine the project they developed based on trends in management and leadership.

- **DEVL-6026 - Canadian Workplace Preparation for Health Care 2** (Semester 4 - 45.00 hours)

This course will stress the essential employability skills needed to begin a professional career in the business industry. Throughout this course, students will develop a professional image as it is an integral element to their career success. Students will develop a personal career portfolio suitable for employment in the Canadian workplace. A wide range of career-specific topics will be discussed to enhance the students' ability to gain successful employment and increase their understanding of the importance of developing a career strategy. Emphasis will be on social media management and communication skills relevant to the job market.

VLO Mapping

Code	1	2	3	4	5	6	7	8	9	10	11
HLTH 71X1	X	X			X						
DEVL-71X2				X			X		X	X	X
ADMN-71X3	X	X							X		
FINA-71X4					X	X		X	X		

INFO-71X5	X	X	X						X		
COMP-71X6	X				X	X					
MGMT-72X1		X			X				X		X
MGMT-72X2	X	X		X	X				X		X
LAWS-72X3		X	X	X						X	
MGMT-72X4				X	X	X	X		X		X
INFO-72X5	X					X		X			
ACCT-72X6	X				X	X			X		
MGMT-73X1	X					X	X	X	X	X	X
ACCT-73X2	X		X		X			X			
RSCH-73X3		X				X					X
LAWS-73X4			X	X							X
COMP-73X5	X	X									
MGMT-74X4					X		X			X	X
RSCH-73X6		X				X					X
INFO-74X5	X	X	X	X	X	X		X	X		X
INDS-74X1	X	X	X	X	X	X	X	X	X	X	X
MGMT-74X2		X			X	X	X		X	X	X
DEVL-6026							X			X	X

Certification/Accreditation

Certification type:

There is no recognition (None exist)

Attachments

None

Contact Information

Steve Torrens, Curriculum Consultant

T: 519-452-4430;4611 | E: storrens@fanshawec.ca